

Critical incident stress management services

Customized support for schools K-12



There may be times when one of your schools is disrupted by a traumatic event. Critical incidents may involve the death of a student, parent or faculty member. However, common critical incidents also include the serious illness or death of someone within the surrounding community. Other incidents include natural disasters such as floods or other weather-related circumstances that impact your schools as well as the entire community. Further examples of critical incidents that may affect schools are suicides, shootings and public health threats such as a flu pandemic.

Support for your employees.

Your school district can offer timely support to help impacted employees recover and get back on track through the Critical Incident Stress Management (CISM) services.

What is CISM?

CISM is a service included in your full employee assistance program (EAP) that helps you handle the impact of any workplace event that you believe may disrupt the present or future productivity of your staff due to psychological stress or trauma.

These events generally include:

- Death of employees or students
- Accidents on school premises
- Robberies
- Acts of violence
- Natural disasters
- Staff layoffs

Incidents like these take a toll, not just on individual employees, but on a district's expenses, such as disability claims, absenteeism, "presenteeism," staff turnover, low morale and diminished motivation.

How does CISM help?

A range of interventions are used to minimize and manage stress from critical incidents, and to assist in the recovery of employees as effectively and efficiently as possible.

Our responses to critical incidents stem from our understanding that when given the opportunity to process feelings and discuss incidents, your faculty may return to work earlier, healthier and more motivated than they would otherwise.

Early intervention can also help prevent or minimize long-term stress responses, enhance employees' overall adjustment at work and home, and support the normal functioning of your school district.

Our CISM services are delivered by CISM-trained EAP health care professionals with experience in post-trauma intervention, as well as by our own EAP staff.



These services include:

- Management consultation regarding response to the incident
- Needs assessment
- Onsite group and individual support
- Group or individual support by phone
- Customized workshops regarding grief and loss, managing change, stress management, resilience, and more
- EAP handouts with additional support and information
- Community resource referrals

Our EAP staff is highly trained in post-trauma intervention and has an understanding of the implications for the workplace and the individual employee. Therefore, we can offer the right help at the right time.



For more information contact your broker or Cigna HealthcareSM representative.



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